

VIA E-MAIL ONLY

January 30, 2020

Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance
Louisiana Department of Health
628 North 4th Street
Baton Rouge, LA 70803

Re: Notice of Monetary Penalty Regarding the Updating of Provider Directories

Dear Stacy,

Please accept this response to the Louisiana Department of Health's ("LDH's") Notice of Monetary Penalty regarding updating of Provider Directories (the "Notice") and corresponding LDH Secret Shopper Data, dated January 10, 2020. As required by the Notice, AmeriHealth Caritas Louisiana, Inc. ("ACLA") has, where necessary, corrected the Provider Directory entries and provided screenshots of the corrected entries.

We have researched the surveys listed below and have confirmed the accuracy of the Provider Directory entries. We have provided written attestations from providers to support the accuracy of the entries. ACLA, therefore, requests that LDH reconsider IPRO's findings with respect to the following surveys:

Survey ID 111
Survey ID 115
Survey ID 117
Survey ID 123
Survey ID 128
Survey ID 132
Survey ID 135
Survey ID 141
Survey ID 153
Survey ID 154
Survey ID 156
Survey ID 157
Survey ID 159
Survey ID 160
Survey ID 161
Survey ID 163
Survey ID 166
Survey ID 183
Survey ID 185
Survey ID 186
Survey ID 189
Survey ID 197
Survey ID 203
Survey ID 207



Survey ID 209

Survey ID 215

Additionally, ACLA did not provide subspecialties on the file submitted to LDH in May 2019, for the 2019 Quarter 3 audit. Accordingly, ACLA requests LDH to reconsider IPRO's findings of incorrect specialty type for the following surveys and has included screenshots of the Provider Directory for each entry:

Survey 113

Survey 118

Survey 120

Survey 124

Survey 142

In the event LDH confirms the accuracy of the surveys listed above, ACLA requests LDH retract the Notice of Monetary Penalty and issue a letter of compliance to ACLA. Please contact me if you have any questions regarding our submission.

Sincerely,

Kyle Viator
Market President, AmeriHealth Caritas Louisiana, Inc.

Attachment